

Practice Complaints Procedure

Introduction

This procedure sets out the Practice's approach to the handling of complaints and is intended as an internal guide which should be made readily available to all staff.

1. General provisions

The Practice will take reasonable steps to ensure that patients are aware of:

- the complaints procedure;
- the role of the Primary Care Trust and other bodies in relation to complaints about services under the contract; and
- their right to assistance with any complaint from independent advocacy services

The Practice will take reasonable steps to ensure that the complaints procedure is accessible to all patients.

2. Receiving of complaints

The Practice may receive a complaint made by, or (with his/her consent) on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice, or:

- where the patient is a child:
 - by either parent, or in the absence of both parents, the guardian or other adult who has care of the child,
 - by a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989; or
 - by a person duly authorised by a voluntary organisation by which the child is being accommodated
- where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare.

3. Period within which complaints can be made

The period for making a complaint is:

- six months from the date on which the event which is the subject of the complaint occurred; or
- six months from the date on which the event which is the subject of the complaint comes to the complainant's notice (provided that the complaint is made no later than 12 months after the date of the event).

4. Complaints handling

The practice will nominate:

- The Practice Director to be responsible for the operation of the complaints procedure and the investigation of complaints; and
- a Partner, or other senior person associated with the practice, to be responsible for the effective management of the complaints procedure and for ensuring that action is taken in the light of the outcome of any investigation.

5. Action upon receipt of a complaint

Complaints may be received either verbally or in writing and must be forwarded to the Practice Director (or Practice Manager if unavailable), who must:

- acknowledge in writing within the period of five working days beginning with the day on which the complaint was made or, where that is not possible, as soon as reasonably practicable.
- ensure the complaint is properly investigated
- within the period of 10 working days beginning with the day on which the complaint was received by the Complaints Officer where that is not possible, as soon as reasonably practicable, the complainant must be given a written statement of the investigation and its conclusions.

6. Review of complaints

Complaints received by the practice will be reviewed to ensure that learning points are shared with the whole practice team.

- complaints received during the month will be reviewed at meetings of practice staff to ensure any actions required are put into practice.
- A full review of all complaints will be carried out to identify any trends or additional actions/learning points.

7. Confidentiality

All complaints must be treated in the strictest confidence

Where the investigation of the complaint requires consideration of the patient's medical records, the Practice Director must inform the patient or person acting on his/her behalf if the investigation will involve disclosure of information contained in those records to a person other than the Practice or an employee of the Practice

The practice must keep a record of all complaints and copies of all correspondence relating to complaints, but such records must be kept separate from patients' medical records.